

Continuing to provide customer service that exceeds expectations is the focus behind the **Planning and Development Department's** activities. The Department's emphasis on providing quality customer service in an efficient manner continues to be the most significant challenge for each of the Department's 135 employees.

Although the pace of development activity has shown signs of tapering off, the overall volume of development activity remains a constant challenge for the Department. The number of development permits has slightly decreased, yet inspection volumes have increased over the last year as previously permitted development projects wind their way through the construction cycle towards completion. Additional inspector positions authorized in the previous years have enabled the **Building Division** to continue to maintain and, in some cases, exceed established levels of service. Established levels of service include accomplishing 3 pool inspections with one inspector in a single trip, being able to reinspect corrections to minor rejected items on the same day and to pickup rescheduled inspections. The fiscal year 2002/2003 adopted budget includes funding for continuous training (County staff and the development community) as the division implements the New Florida Building Code as mandated March 1, 2002.

The **Development Review Division** continues to improve on its service delivery as evidenced by the reduction in review time for project submittals from three and a half weeks to ten working days. The Division has also instituted a "fast track" review process for development projects within the County's targeted economic development areas.

The focus of the **Planning Division** continues to include automation initiatives aimed at providing internet access of land use, zoning and the updated Comprehensive Plan, aka Vision 2020, to the community. The Division will also continue in BCC directed initiatives to overhaul the Land Development Code, provide incentives for home ownership, establish better coordination with the School Board through a revised interlocal agreement and promote alternate transportation modes in addition to passenger vehicles.

As part of the Department's customer service goals, the **Community Resources Division** was created to focus on many of the Department's service initiatives. The Community Development section, which receives more than \$7 Million of State and Federal funding annually, is being reorganized to increase the program effectiveness in revitalizing communities and helping clients reach self sufficiency. The Natural Lands Program will focus on expanding it's volunteer base and open the Black Hammock Wilderness Area to the public. The most significant projects for Community Resources will be expanding the services provided through the Department Customer Resource Center. The focus will be to integrate many of the Department's applications and information on the Web.

The **Administration Division** continues to provide leadership, management and financial oversight to the entire Department, including the County's Impact Fee program.